



# SERIES 400

owners manual

Pure Drinking Water Appliance



drinkpod

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For product questions  
please visit

[www.drinkpodusa.com](http://www.drinkpodusa.com)

or call us at

844-DRINKPOD (844-374-6576)

# Congratulations

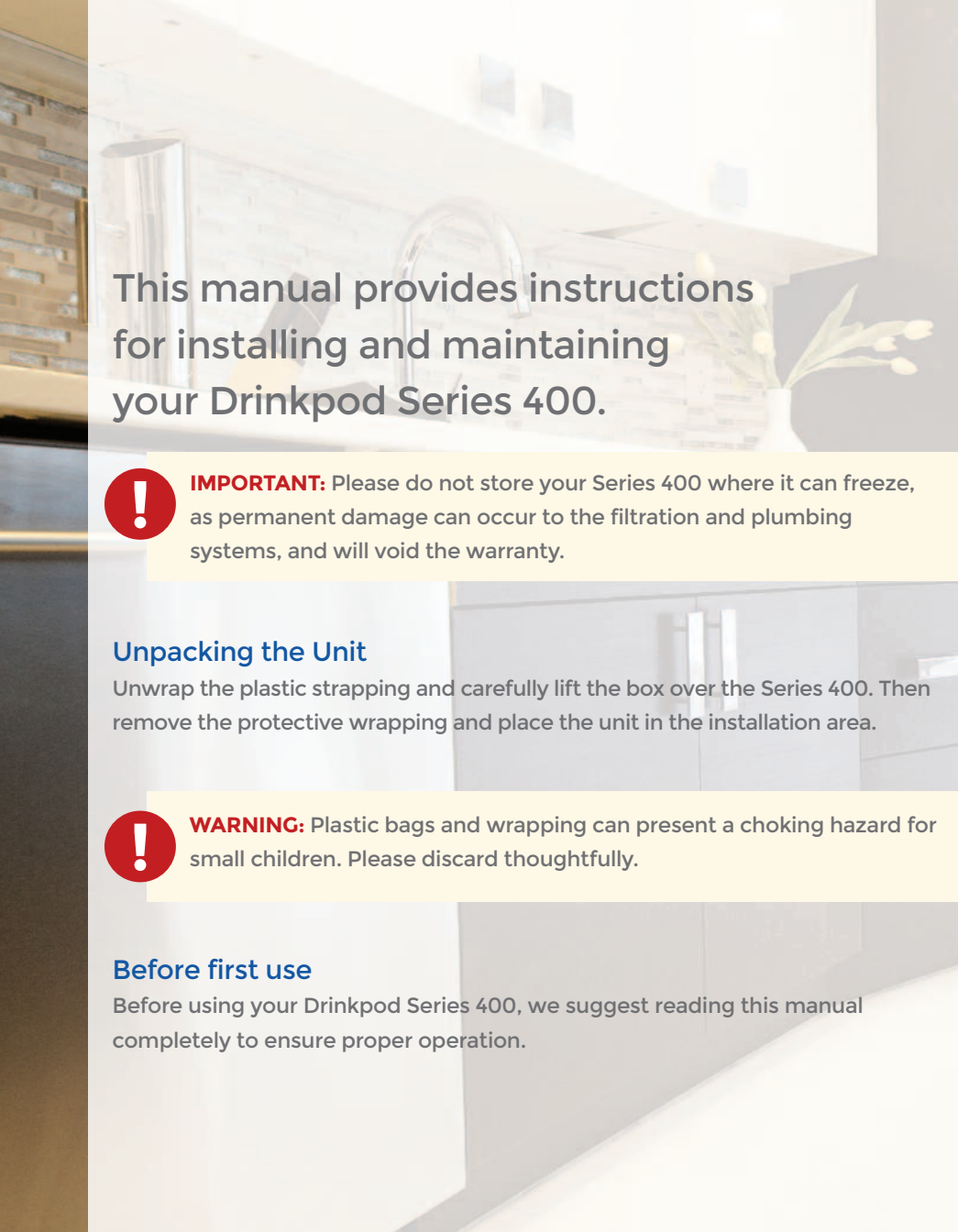
and thank you for choosing  
the Drinkpod Series 400.

Now you can enjoy your Drinkpod Series 400, the pure drinking water appliance that replaces all of the bottled water you could ever want.

Your Drinkpod Series 400 is designed to purify and disinfect tap water at the point-of-use by utilizing one of the most advanced filtration processes available. Once the tap water is treated by a multi-stage filter process, it enters the cooling tank and hot water tank. The hot water tank holds water hot enough for coffee or a cup of soup.

All of our Drinkpod units include a free multi-stage micron filtration system, an installation kit and this easy to read manual. Your Drinkpod Series 400 is engineered to last for years.

Should you have any questions about your Drinkpod Series 400, please refer to our website, [www.drinkpodusa.com](http://www.drinkpodusa.com) or call us at 844-DRINKPOD (844-374-6576).



This manual provides instructions for installing and maintaining your Drinkpod Series 400.



**IMPORTANT:** Please do not store your Series 400 where it can freeze, as permanent damage can occur to the filtration and plumbing systems, and will void the warranty.

### Unpacking the Unit

Unwrap the plastic strapping and carefully lift the box over the Series 400. Then remove the protective wrapping and place the unit in the installation area.



**WARNING:** Plastic bags and wrapping can present a choking hazard for small children. Please discard thoughtfully.

### Before first use

Before using your Drinkpod Series 400, we suggest reading this manual completely to ensure proper operation.



# safety reminders

When using your Series 400, take steps to reduce the risk of fire, electric shock, and/or injury by following these safety precautions. **Please read all instructions:**

**WARNING:** To reduce the risk of fire or electrical shock, only remove the exterior panels when instructed to do so and after unplugging your Series 400. Do not attempt to repair the Series 400, only authorized personnel should attempt repairs.

- To protect against electric shock, do not place the cord, plug, or Series 400 in water or other liquids.
- Close supervision is necessary when the Series 400 is used by or near children.
- Always unplug the Series 400 from the electrical outlet when not in use and before cleaning.
- Always use caution when removing any parts such as filters, the drip tray, or faucet.
- Use the Series 400 only in dry locations, away from direct sunlight, in ambient temperatures of 40°F-100°F.
- Do not operate any Series 400 with a damaged cord or plug, or after the Series 400 malfunctions, or has been dropped or damaged in any manner. Return the Series 400 to your authorized Drinkpod dealer for examination, repair, and electrical or mechanical adjustment.
- The use of any accessory part not authorized by Drinkpod may cause personal injury and/or damage to the Series 400.
- Do not let power cords or plumbing tubing hang over the edge of tables or counters, or touch hot surfaces.
- Do not place the Series 400 on or near a stove or other hot surfaces.
- Do not dispense hot water with the faucet cover removed because scalding may occur.





- Do not clean any parts with anything other than mild soap and water and a non-abrasive cloth.
- Avoid contact with moving parts.
- Do not place cloth or other materials under or around the Series 400.
- Use only Drinkpod filters or warranty will be voided.
- A short power supply cord is provided to reduce the risks that result from becoming entangled in or tripping over a longer cord.
- If an extension cord is used, the marked electrical rating of the extension cord must be at least as great as the electrical rating of the Series 400. Ensure the extension

cord is arranged so that it does not drape over the counter or tabletop where it can be pulled on or tripped over.

- The power supply cord has a polarized plug (one blade is wider than the other). To reduce the risk of electrical shock, this plug will fit into a polarized, grounded outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not modify the plug in any way.

# getting to know your Series 400

- Auto Shut Off (In Case of Emergency)
- Bottom Load Drip Tray Compartment
- Built In Leak Detector
- Drip Tray Filling Sensor
- Durable & Sturdy
- Energy Savings Compressor
- Energy Savings Mode
- Foldable Cup Rest
- Hot Cold & Ambient Temp Modes
- Hydraulic Float Shut Off System
- Simple Twist On/Off Filter Replacement
- Sleek Futuristic Décor
- Soft Alarm Indicator
- Stainless Steel Tanks



# installation notes



**WARNING:** Risk of electric shock and damage to interior walls or leak and/or flood if improperly installed. Use the following guidelines to help you ensure quick, easy and proper installation of your Series 400.

- Choose a location for your Series 400 that is away from direct sunlight, excessive heat and/or cold, and wetness.
- Make sure there is at least 3" of space behind the unit to allow for proper fan function.
- Be sure there is an electrical outlet close by that has the correct power voltage.
- DO NOT use tubing with less than a 180 PSI rating.
- DO NOT connect copper tubing to the elbow fitting, shutoff valve, or directly to the Series 400. If copper tubing is used it may result in a serious leak. If building code or regulations require copper tubing, contact Drinkpod Technical Support for specific instructions and recommendations for adapter fittings.
- Make sure there are no sharp bends or kinks in the tubing. Allow extra tubing to prevent stress on the fittings. Avoid tubing contact with other objects and sharp edges.
- All tubing used in the elbow fitting and shutoff valve must be clean, cut square with a sharp knife or razor, and free of nicks and burrs.
- If you need additional tubing, make sure it is 1/4 inch OD and meets ANSI/NSF and FDA standards for drinking water. DO NOT use tubing of an unknown quality or origin.





# installation instructions

Please follow all of the installation steps below. If you have any questions, don't hesitate to contact us at 844-DRINKPOD (844-374-6576).



## Step 1 | Install the saddle valve at cold water source

To connect the feed water, first shut off the water line under your sink. Then use the supplied self-piercing saddle valve to connect to the cold water supply line under the sink. Attach the 1/4 inch tubing to the compression fitting on the side of the valve. Clamp the saddle valve over the copper or plastic feed line (cold water only). Turn the handle on the valve until the needle stem pierces through the tube. Then retract the needle 1 to 2 turns to start the water flow.



## Step 2 | Connect and run the water tubing

Run the 1/4" poly water tubing from the water source to the Series 400 location. Typically, but not always necessary, a small hole is cut in the back of the cabinet and the wall and the tubing is run through the wall or a drop ceiling to the cooler location.

If this is not possible, take care that the tubing is not exposed or draped or creates a tripping hazard in any way.



## Step 3 | Install the optional shut off ball valve

Included in your kit is an optional shut off ball valve. This provides an easy way to turn the water to the cooler off without having to shut off the water under the sink.

The valve should be attached approximately 5 feet from the unit. Simply cut off the last 5 feet of the plastic feed line and attach the valve to reconnect the lines.





#### Step 4 | Hook up the water supply

Once the tubing is placed securely, connect one end to the saddle valve and the other end to the water source inlet on the back of the Series 400.



#### Step 4 | Make sure the compressors are off

On the back of the Series 400 are two switches that turn the heating and cooling compressors on.

Be sure both switches are in the off or "O" position.



#### Step 5 | Turn on the water source back on

The water will begin to flow through the lines to the cooler.

# installation instructions

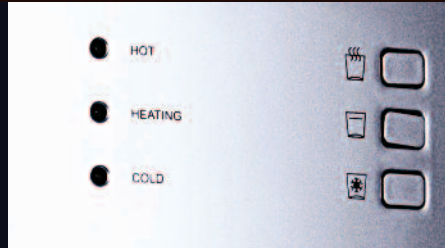
Please follow all of the installation steps below. If you have any questions, don't hesitate to contact us at 844-DRINKPOD (844-374-6576).



## Step 6 | Plug in to electricity

Plug the Series 400 into the closest wall socket. Take care that the cord does not present a tripping hazard.

Once plugged in, the tanks will begin to fill with water. During this time you may hear water flowing inside the Series 400. This is normal.



## Step 7 | Test water flow

Once the tanks are filled, ensure proper function by placing a cup under the dispenser and pressing the cold water button. If functioning normally, then press the hot water safety lock, and then the hot water button. Be sure that water flows freely from each operation.



## Step 8 | Flush the tanks and filters

For optimum purity, flushing the coolers for approximately 15 minutes - or roughly 3 gallons - is recommended. Simply dispense water into a large receptacle by pressing the cold water button.



### Step 9 | Chilling and heating the water tanks

After flushing, turn the hot and cold compressors on by flipping the switches to the on or "I" position.

The chilling and heating indicators on the touch panel will light as chilling and heating is in process. When the indicators go off, water has reached the proper temperature. The tanks will recharge or reheat as needed to ensure proper temperature.



### Step 10 | Enjoy!

Enjoy endless amounts of clean, delicious and pure water!



# cleaning and maintenance

**WARNING:** To reduce the risk of fire or electrical shock, unplug your Series 400 and turn off the water supply under the sink before cleaning. Do not attempt to repair the Series 400, only authorized personnel should attempt repairs.



## Cleaning the exterior of your Series 400

Your Series 400 is designed to be cleaned with mild soap and water only.

The drip trays are easily removed and dishwasher safe.

**NOTE:** DO NOT use chemical or abrasive cleaners because they may cause the finish to scratch or wear away.

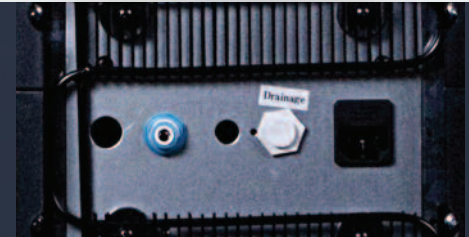


## Draining the tanks

If transporting, storage or descaling is required, the tanks must be drained. First, unplug the unit then shut off the water supply under the sink.

Holding a basin underneath to collect spilling water, unscrew the drain plug and collect the water as it empties.

You may want to place a towel on the floor to catch any stray drips.



## When on vacation

If the unit will be going unused for any length of time, you might consider turning the hot and cold power off as well as the water supply. The switches are located on the top back of the unit, and the optional shut off ball valve.

**NOTE:** If left unattended for more than a couple of days, it is advised to flush the system by dispensing and then disposing of 2-3 glasses of water.

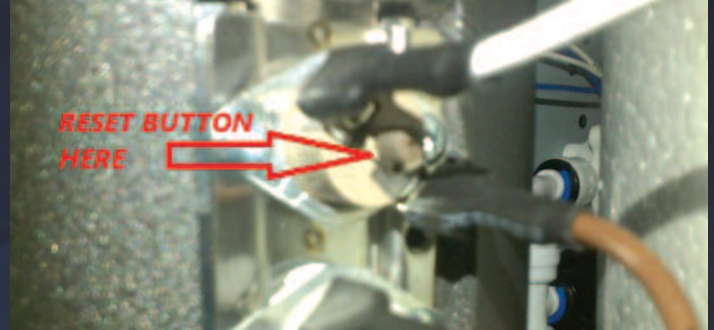
# troubleshooting

**WARNING:** To reduce the risk of fire or electrical shock, unplug your Series 400 and turn off the water supply under the sink before removing panels. Only authorized personnel should attempt repairs.



## Removing the side panel

To remove the side panel of your Series 400, simply unfasten the screws holding the panel in place and slide the cover off.



## No Hot Water

If, upon testing, you find there is no hot water, it is possible the water heater was turned on before the tank was completely full.

To avoid burnout of the mechanism, the water heater is equipped with a safety off switch. To reset the heater, simply press the reset button on the back of the unit.

The reset button is the grey button on the back of the unit.

# parts & accessories

## Ordering replacement filters

To maintain the highest quality water your Drinkpod can provide, your filter should be replaced every 6-8 months or 1200 gallons, whichever comes first. When initially purchasing your Drinkpod, grabbing an extra filter replacement saves you time and money.

## Filter Specifications and Service Life

- Sediment, Pre Carbon & PH Filter 1 year
- Post Carbon 1-2 years
- UF Membrane- 2-3 years
- RO 2-3 Years
- All filters are In-line including the RO Filter
- Twist Carbon Block filter is a simple twist filter
- Size of filters: 11 x 2.5 inches

## Internal & External Parts

- Stainless steel tanks are more sanitary and durable than plastic tanks, with no possible chance of leaching in the water with stainless steel tanks like there is with plastic tanks.
- 2 year parts warranty and outstanding 3 years on compressor
- Components are lead free as defined by the Safe Drinking Water Act Amendments of 1986, and the Lead Free Contamination Control Act of 1988.



## LIMITED WARRANTY TERMS AND CONDITIONS TWO YEARS ON PARTS, AND THREE YEARS ON COMPRESSOR FROM DATE OF PURCHASE

This warranty is “limited” to any Drinkpod cooler installed in non-restricted locations, such as residences or offices. The warranty provides for, at Drinkpod’s sole discretion, the entire replacement of a cooler deemed to be defective or replacement of just the defective parts of the cooler in question. This limited warranty does not provide for any labor allowances to repair defective water coolers. This limited warranty does not offer coverage for components that are not factory installed such as customer-installed accessories not originally sold by Drinkpod.

## INSTALLATION AND OPERATION

The foregoing Limited Warranty applies only when the dispenser is installed and operated in accordance with Drinkpod’s written instructions. It does not apply to dispensers, are found to have been subjected to accident, modifications, abuse, misuse, misapplications, corrosive type atmospheres, or abnormal use. Drinkpod warrants the complete water dispenser including hermetically sealed refrigeration system, water system faucets, and electrical components to be free from defects in material under normal use for 2 years from date of shipment, and three years on the compressor. Coverage is limited to replacing a defective cooler with a similar cooler or providing parts to repair or replace any part of the water dispenser which is expressly covered by this Limited Warranty at Drinkpod’s option. In any case, the value of the Warranty shall not exceed the original purchase price paid for the water dispenser.

## OWNER’S OBLIGATIONS

The owner has the obligation and responsibility to diagnose and/or make minor repairs to the cooler to keep it in working order.

## DRINKPOD’S OBLIGATIONS

Drinkpod’s obligation under this Limited Warranty is limited to replacing a defective cooler with a similar cooler or providing parts to repair or replace any part of the water dispenser which is expressly covered by this Limited Warranty, but only if Drinkpod determines that the water cooler, or parts in the water cooler, and the purported defect or defects, are covered by this Limited Warranty.

## PERSONS ENTITLED TO BENEFIT WARRANTY

This Limited Warranty is applicable only to the first person who purchases the Drinkpod cooler. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. ALL IMPLIED WARRANTIES, ARISING BY LAW OR OTHERWISE, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE SAME PERIOD OF TIME AS THIS LIMITED WARRANTY. Some states of the United States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

This Limited Warranty gives specific legal rights, and in some states of the United States there may also be other rights, which vary from state to state. Any questions regarding this Limited Warranty or performance of the Manufacturer’s obligations under this Limited Warranty should be addressed to:

Drinkpod | 1609 McDonald Ave, Brooklyn, NY 11230



844-DRINKPOD (844-374-6576)  
drinkpodusa.com

